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TRANSMITTAL FORM <i>(to be used for all correspondence after initial filing)</i>	Application Number	09/941,046	
	Filing Date	August 28, 2001	
	First Named Inventor	Eitel, et al.	
	Art Unit	2163	
	Examiner Name	not assigned	
Total Number of Pages in This Submission		Attorney Docket Number	82368

ENCLOSURES (check all that apply)		
<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance communication to Technology Center (TC)
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Signature	
Date	November 3, 2004

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82368

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re U.S. Patent Application

Applicant: Eitel, et al.

Serial No.: 09/941,046

Filed: August 28, 2001

For: AGENT DESKTOP MANAGEMENT SYSTEM
WITH AGENT TRAINING

Examiner: Not assigned

) Art Unit: 2163

)

) Confirmation No.: not assigned

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Gerald T. Shekleton Reg. No. 27,466

INFORMATION DISCLOSURE STATEMENT

Mail Stop PATENT APPLICATION

Commissioner for Patents

P. O. Box 1450

Alexandria, VA 22313

Sir:

Pursuant to 37 C.F.R. §1.97, a list of documents is disclosed on the attached Form PTO-1449 that may be material to the examination of this application. The cited references are enclosed herewith.

Documents for which the supplied date of publication lists the year of publication without the month were published sufficiently earlier than the effective U.S. filing date and any foreign priority date, so that the particular month of publication is not in issue. Pursuant to §609 of the MPEP, it is understood that the month of publication is not required when the particular month of publication is not in issue.

No inferences should be drawn that the attached list represents a comprehensive investigation, or that any material disclosed is equivalent to the subject invention. In addition, none of the documents that have publication dates prior to the priority date of the above application anticipate the invention in this application.

Applicant also encloses a copy of the European Search Report.

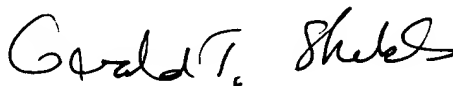
In accordance with 37 C.F.R. § 1.97(e)(1), Applicants hereby certify that each item of the information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the present statement, as evidenced by the enclosed search report dated October 25, 2004 for European application no. EP 02090294.

The cited document(s) disclose numerous specific features. There has been no attempt to list each and every feature disclosed by each document. The Examiner is requested to review the document(s) and determine the extent of the materiality of the document disclosures with respect to the present invention.

The discussion of any art and the citation of any document(s) herein is not to be construed as an admission that the art or document disclosure is necessarily within the invention field of endeavor, that the art or document disclosure is necessarily prior in time to a particular date which may be relevant to the instant patent application, and/or that the art or document disclosure is otherwise necessarily prior art as defined by the patent law with respect to the instant invention and application.

Also, there is reserved the right to later set forth how the instant invention is distinguished over the disclosure of any document or other art, including the disclosures of the art and document(s) recited herein, that may be cited by the Examiner in rejecting a claim in the instant patent application. The recitation herein of the art and document(s) is not to be construed as an assertion that more pertinent art could not possibly be in existence.

Respectfully submitted,



Gerald T. Shekleton
Registration No. 27,466

Dated: November 3, 2004

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<p style="text-align: center;">INFORMATION DISCLOSURE CITATION (Use several sheets if necessary)</p> <div style="position: relative; width: 100px; height: 100px; margin: 0 auto;"> <div style="position: absolute; top: 0; left: 0; right: 0; bottom: 0; border: 1px solid black; border-radius: 50%; text-align: center; line-height: 100px;"> NOV 08 2004 PATENT & TRADEMARK OFFICE </div> </div>	Docket Number (Optional) 82368	Application Number 09/941,046
	Applicant(s) Eitel, et al.	
	Filing Date August 28, 2001	Group Art Unit 2163

U.S. PATENT DOCUMENTS							
*EXAMINER INITIAL	REF	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
		5,164,983	11/17/1992	Brown, et al.			
		5,239,460	08/24/1993	LaRoche			

U.S. PATENT APPLICATION PUBLICATIONS							
*EXAMINER INITIAL	REF	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE

FOREIGN PATENT DOCUMENTS								
	REF	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
							YES	NO
		WO 00/44160	07/27/2000	WO				
		EP 0866407	09/23/1998	Europe				

OTHER DOCUMENTS			(Including Author, Title, Date, Pertinent Pages, Etc.)

EXAMINER	DATE CONSIDERED
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